



**Health
Budgets &
Financial
Policy**

SIT/OHI Basics and Beyond Teleconferences

May 11-12, 2009



Objectives



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- Know what the Standard Insurance Table (SIT) is
- Understand the importance of the SIT
- Learn how to use the SIT appropriately
- Know how to avoid common data entry errors
- Be aware of, and able to find resources
- Update on current issues
- Placeholders
- Loss of connectivity with DEERS
- SIT Clean-up
- Your concerns



SIT Basics



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- **What is the SIT?**
 - Insurance Table
 - List of insurance companies
 - Database of Health Insurance Carriers (HIC) and their claims addresses
- **Where is the SIT Table?**
 - It resides on the Defense Enrollment Eligibility Reporting System (DEERS)
- **DEERS is considered to be the central repository for:**
 - Health Insurance Carriers (HIC) - SIT
 - Other Health Insurance (OHI) information



SIT Basics



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- **What information is needed?**
 - Other Health Insurance/Health Insurance Carrier information
 - OHI starts the SIT process
- **Where is OHI obtained?**
 - DEERS OHI Search/Eligibility
 - DD 2569
 - Insurance Card
 - Beneficiary (patient)
- **Who uses the information?**
 - Military Treatment Facility (MTF) business offices use the Health Insurer's Claims address, stored on DEERS, to bill for beneficiary services rendered



SIT Basics



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- **How is the SIT accessed?**
 - Via local MTF Composite Health Care System (CHCS)
 - The business office staff enters Health Insurance Carrier information and Other Health Insurance data in the local CHCS system
 - The HIC and OHI data are transmitted directly to DEERS
 - Bi-directional flow of information



HIC Entry Errors



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- Common HIC Entry Errors
 - Incomplete queries with duplicate HIC entries
 - Insurance carrier name is abbreviated
 - Use of “RX” prefix: RXAetna for insurance carrier
 - Use of commas, periods, symbols: 18002345678
 - Use of DSN instead of commercial telephone number
 - Invalid insurance carrier telephone number
 - Incorrect Coverage Type: XM, MD entered and insurer is clearly Pharmacy
 - Failure to “cancel” an incorrect entry



HIC Entry Errors



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- Spell out entire name of insurance carrier
- Avoid use of acronyms unless actual name
- No punctuation, symbols, hyphens
- Include Point of Contact (POC) name and commercial telephone number
- Include valid insurance carrier telephone number
- Be specific in the Attention Line
- Limit adding any insurance carriers billed only under Medical Affirmative Claim (MAC)
- Do not add any JAG offices
- For “Out of State Claims” (Attn Line), use the state HIC where the services were rendered



Important Reminders



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- Remember to:
 - Query your local CHCS SIT to avoid duplicates
 - Use the commercial telephone number for POC
 - Obtain a valid insurance carrier telephone number
 - Use local comment field for additional information
 - Cancel an entry when it is a mistake
 - Do not **Deactivate** any Health Insurance Carriers (HICs)
 - When in doubt, contact VPOC



Placeholder Issues



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- Temporary OHI entry with incomplete payer information
- The word "Placeholder" or a series of 9's is entered into the Insurance Payer field
- Managed Care Support Contractors routinely create placeholders as a method to identify potential OHI and therefore, not be obligated to pay for the service
- Currently over 500,000 placeholders in DEERS
- With an OHI inquiry, placeholders come down from DEERS and clog CHCS
- MTF staff workload increases to remove placeholders through verification of billable OHISCR in process
 - CHCS will filter placeholders so they will not descend from DEERS
 - CHCS will do a one-time sweep and remove all the current placeholders from the system
 - In the meantime, MTFs to continue with current process



Loss of Connectivity with



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the DEERS SIT

- **What is the usual activity?**
 - There is an hourly subscription inquiry from DEERS to CHCS
- **Why did it happen?**
 - MTFs did not subscribe to DEERS during a 7-day period and local CHCS became out of sync with the central SIT
- **How it is identified?**
 - MTF unable to see current HICs on SIT
 - Helpdesk Tickets



SIT Subscription



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- MTF to request a full subscription
 - Menu path: DAA -> CFT -> CFM -> STM -> SIT -> Subscribe action (requires the DOD SIT MGR security key)
 - Select the DOD HIC Full Inquiry secondary menu option
 - Answer “yes” to the question, “Proceed with Full Subscription?”
 - The system will confirm that a Full Subscription has been tasked
 - The data returned from DEERS will be integrated automatically into CHCS



SIT/OHI Cleanup



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- MTFs are doing a great job with OHI re-pointing
- Possibility of eliminating 50% of the HICs
- Will notify MTFs through their Service-specific UBO representative with the final list of HICs to be deactivated
 - If no objections, a date will be set for the HICs to be deactivated
- No HICs should be **Deactivated** by MTFs



Questions and Concerns



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- **If you notice a problem with CHCS or DEERS:**
 - Try to identify a pattern
 - Provide examples or screen shots without PHI information
 - Contact your CHCS Administrator
 - Contact the VPOC helpdesk
 - Contact the MHS helpdesk
 - Contact your UBO Service Manager
 - If not resolved, contact TMA UBO helpdesk



Questions?



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VPOC (Verification Point of contact)

VPOC.helpdesk@Altarum.org

TMA/UBO Helpdesk

Functional Support

UBO.helpdesk@altarum.org

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